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## **ORGANIZATIONAL AND ECONOMIC MECHANISMS OF TOURIST SERVICES DEVELOPMENT IN UZBEKISTAN**

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**Abstract.** This article deals with organizational and economic mechanisms for the development of tourist services in Uzbekistan and the ongoing reforms in this area. At the same time, the article outlines the role of tourism in the national economy, the development of regions and the creation of new jobs.

**Key words:** tourist services, organizational-economic mechanism, internal tourism, tourism infrastructure, tourist product.

**Annotatsiya.** Mazkur maqolada O'zbekistonda turistik xizmatlarni rivojlantirishning tashkiliy-iqtisodiy mexanizmlari va ushbu sohada amalga oshirilayotgan islohotlar haqida so'z boradi. Shu bilan birga maqolada turizmning milliy iqtisodiyotda, hududlarni rivojlantirishda va yangi ish o'rinlari yaratishdagi roli ochib berilgan.

**Kalitso'zlar:** turistik xizmatlar, tashkiliy-iqtisodiy mexanizm, ichki turizm, turizm infratuzilmasi, turistik mahsulot.

**Аннотация.** В данной статье рассматриваются организационные и экономические механизмы развития туристических услуг в Узбекистане и проводимые реформы в этой области. В то же время в статье освещается роль туризма в народном хозяйстве, развитии регионов и создании новых рабочих мест.

**Ключевые слова:** туристические услуги, организационно-экономический механизм, внутренний туризм, туристическая инфраструктура, туристический продукт.

**Introduction.** One of the most important issues facing the economy of the country is the need growth for employment in the sphere of modernization of the economy and improvement of well-being of the population. In particular, it is important to identify prospects for enhancing employment in the service sector, to improve the organizational-economic mechanisms and to develop scientifically sound recommendations and practical recommendations on this issue, which are the main driving force of property.

At the same time, the main attention was paid to the last twenty years of the functioning of the tourism and hospitality industry. At the same time, the main attention was paid to the last twenty years of the functioning of the tourism and hospitality industry. In the course of the analysis, various factors that significantly

influenced the development of the international market for tourist services were identified: climate change, natural disasters, currency fluctuations, changes in prices for petroleum products, political and military conflicts, terrorism, epidemics of dangerous viral and infectious diseases, financial and economic crises and a number of other factors. [5]

At present, both in the world and in Uzbekistan, attention to the economy of non-oil sector, especially tourism, is increasingly growing. People are trying to spend their leisure time on relaxing, restoring their health, learning the world, traditions and values of the people. These services are provided by tourism.

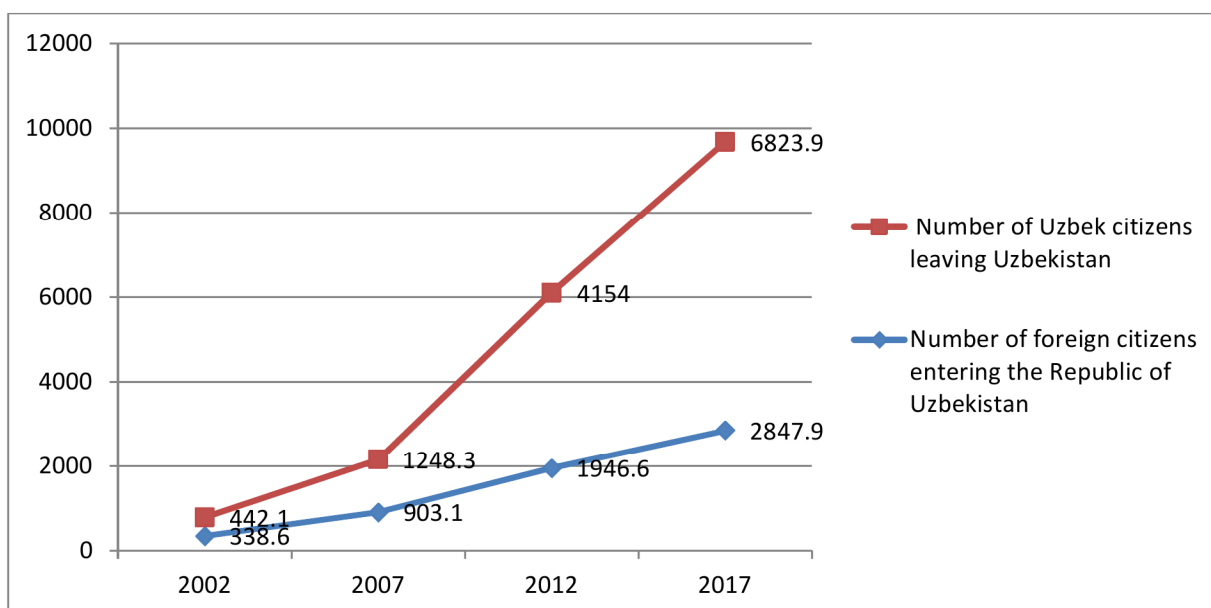
**Materials and methods.** Article 3 of the Law of the Republic of Uzbekistan "On Tourism" provides the following information on the concept of tourist services: "**tourist services**- services of subjects of tourist activities for accommodation, meals, transport, information and advertising services, as well as other services aimed at meeting needs of tourists"[1]

Tourist service are outlined in following "Tourist services are the combination of actions in the field of service which are one purpose oriented and intended to the satisfaction and provision of tourist's needs, which should address the nature of tourism, its aims and the focus of touristic services, and should not be against the universal principles"[4] in scientific literatures, particularly in the book "Tourism: Theory and Practice," published in 2018 by authors M.R.Boltaboev, I.S.Tukhliyev, B.Sh.Safarov and S.A.Abduhamidov,

**Results and discussion.** In our country, prospects for the consistent development of tourism, the effective use of tourism facilities, improving the quality of services, increasing the flow of tourists to our country and accelerated development of domestic tourism are among the most important issues. Because, Uzbekistan has a considerable potential in tourism development. This is directly related to the existence

of many unique natural objects, rich cultural and historical heritage. Every year the number of foreigners visiting the Republic of Uzbekistan is increasing. In the last 15 years, the number of foreign citizens visiting Uzbekistan has risen to 15.5 times or from 442.1 thousands in 2002 to 2847.9 thousands in 2017. Foreign visits of Uzbek citizens in 2017 made up 5,182.5 thousand people, which is 6.5 times more than in 2002.

### Number of foreign nationals and departing citizens of the Republic of Uzbekistan in 2002-2017, thousand people( table1)



Source: [www.stat.uz](http://www.stat.uz)

Subjects of tourist activity aim to provide the quality of tourist services to foreign tourists. It should be noted that the number of tour companies and organizations operating in this network and the number of customers using these services are increasing year by year.

The following data in the case of regions show that the main part of the total number of tourist companies correspond to this amount in Tashkent. In the next 2

places there are Samarkand region with 12.4% and Bukhara region with 6.2%. This data shows that in Syrdarya and Navoi regions there are few tourist business centres and there is a need for additional organizational and economic measures in these regions.

### **Distribution of tourist companies in all regions of Uzbekistan.**

<b>T/r</b>	<b>Areas</b>	<b>Quantity</b>	<b>Percentage</b>
1	Tashkent city	634	66,2
2	Tashkent region	19	2,0
3	The Republic of Karakalpakstan	15	1,6
4	Khorezm region	29	3,0
5	Surkhandaryaregion	14	1,5
6	Qashqadaryaregion	12	1,3
7	Navoi region	4	0,4
8	Bukharo region	59	6,2
9	Samarkand region	119	12,4
10	Syrdaryaregion	4	0,4
11	Jizzakhregion	5	0,5
12	Andijan region	19	2,0
13	Ferganaregion	17	1,8
14	Namangan region	7	0,7
	<b>Total</b>	<b>957</b>	

Source: [www.stat.uz](http://www.stat.uz)

At the present time, the development of tourism services in our country has become a state policy as a priority direction of economic development. At the microeconomic level of the management system of the tourism complex there are organizations having different forms of ownership in the tourism industry, enterprises, regional branches and representatives of the State Committee of the Republic of Uzbekistan for Tourism Development, operating in different forms of ownership in the tourism industry. As a result of the reorganization of the tourism management system, new and more effective management methods are emerging. The protection of business and tourist rights and interests is enhanced and the optimal ways and means of tourism development are identified. Obviously, the most important part of public policy in the field of tourism is to prepare a mechanism for its implementation. An analysis of the structure of the government's tourism services market shows that at present, there are the following economic and administrative mechanisms of government support:

- Tax exemptions, subsidies;
- National legislation and statutory acts that promote the development of tourism and the protection of the rights of consumers of tourist services;
- Reduce the passport records and visa restrictions on entry and exit from the country;
- Encourage non-formal tourism through the use of various pricing methods and incentives;
- Development and support of social tourism;
- Strengthening of tourist safety requirements;
- Strengthening the measures taken by the state for the protection of the environment, cultural, historical and other tourist resources.





The necessary legal and economic foundations for the development of tourism are created, and the government takes appropriate measures, issues, laws and decisions and ensures their implementation in real life situations

In particular, the Decree by the President of the Republic of Uzbekistan Sh.M.Mirziyoyev "On measures to ensure the rapid development of the tourism industry of the Republic in Uzbekistan" dated in December 2, 2016,[3] stimulates further stimulation of entrepreneurship activity in tourism, infrastructure development, granting additional benefits and preferences to tourism organizations.

In accordance with Presidential Decree of the Republic of Uzbekistan of August 16, 2017 "On Prior Measures for the Development of Tourism in 2018-2019", with the creation of a favorable economic, administrative and legal environment for the intensive development of the tourism industry, increase the number of ATMs and terminals that operate on international payment systems in airports, railway stations, hotels and other tourist destinations, as well as receive payments in foreign currency for business services, including additional facilities in unlinked electronic payments were created.

In addition, the Decree of the President of the Republic of Uzbekistan of February 7, 2018, PD-3514 "On measures to Ensure the Rapid Development of Domestic Tourism" was adopted in order for the domestic tourism development.

In accordance with the law, the plan of measures to implement the domestic tourism development program "Travel around Uzbekistan" has been approved to intensify the development of domestic tourism, providing citizens with the the cultural and historical heritage information and wealth of the country. [9]



These documents set priorities for the solution of the problems accumulated in the field, the development of tourism potential, and gave many privileges and benefits for the further development of domestic tourism.

In conclusion, it is necessary to say that there are certain tasks for the State Committee for Tourism Development in the Republic of Uzbekistan to entrust:

- advertising-oriented activities in the external and internal markets of tourism services, promotion of historical and cultural heritage, preservation and development of the tourism image in the Republic of Uzbekistan, entry of national tourism products and brands into international tourism markets implementing the policy;
- coordination and monitoring the implementation of national and regional programs for the comprehensive development of domestic, inbound and outbound tourism, intensive development in a wide range of tourism types, foreign investment for the tourism development infrastructure, according to international standards, as well as regulating the industry in cooperation with international financial institutions and other organizations attraction;
- optimization of the state and market relations to regulate tourism industry and development of competitiveness in the tourism service market, elaboration of proposals for the elimination of all barriers to tourism development, assistance in the development of entrepreneurship activity in the tourism sector, technology implementation and so on.

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